



NatzNews

Community Outreach Publication

Immigration Services Division

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INS Begins Change-of-Address Telephone Pilot in Florida

Naturalization applicants in Florida can now report their change-of-address to the INS by calling a single toll-free number—1 (800) 375-5283—between 8:00 a.m. and 6:00 p.m. Monday through Friday, instead of submitting their new address in writing to their local INS office. When calling the number, an automated “menu” of options directs callers to an INS customer service representative who will take the new address information and ensure that the change-of-address is processed. Callers will need to provide their name, alien number, date of birth, country of birth, as well as their old and new mailing addresses. This service is available in both English and Spanish.

The INS has implemented this pilot program as part of the agency’s continuing efforts to improve naturalization processing and customer service. The pilot is limited to naturalization applicants who have already moved to or within the state of Florida.

Naturalization applicants who move while their application is still pending must report their new address to the INS so the agency can notify them of their fingerprinting, interview and oath ceremony appointments—three vital steps in the naturalization process. Applicants who do not inform the INS of their change-of-address may not receive notice of these

important scheduled appointments and, consequently, may risk being denied naturalization because they failed to appear.

The pilot was initiated because of INS’ difficulties in recording change-of-address information, submitted in writing, in a timely manner—sometimes resulting in applicants failing to respond to an INS notice because it was sent to an incorrect (previous) address. The new call-in service will speed the recording of this vital information in INS’ database and thus help prevent applicants from being adversely affected because of an address change issue.

INS urges all naturalization applicants who have moved to or within the state of Florida to use this new service. Florida applicants who have already submitted an address change in writing should also call the toll-free number to confirm that INS has their correct address. If an applicant submitted a written change of address but INS does not have it recorded in the database, the agency will correct any past actions that were based on an incorrect address. These actions include rescheduling an interview, fingerprinting, or oath ceremony appointment, or reopening a case that has been denied because an applicant has failed to appear after submitting a new address to INS.

The new call-in service is provided by the INS National Customer Service Center—a toll-free line that currently provides basic eligibility and “how-to” information to a number of states on the East and West coasts, including Florida.

The Immigration Services Division (ISD) will evaluate the Florida pilot in 30 days. After assessing costs and effectiveness, INS will determine whether to continue the new call-in service and expand it to other locations.

ISD Conducts Training for DLEAs

INS has designed a new, expanded training program for Designated Law Enforcement Agencies (DLEAs). This training course was conducted for the first time at the Federal Law Enforcement Training Center (FLETC) on September 21-23, 1999. This course, a coordinated effort by the Immigration Officer Academy (IOA) and ISD was presented by instructors from each organization.

DLEAs supplement the INS' nationwide network of fingerprint locations that serve applicants located in cities and towns across the country. Participants in the first class represented 11 DLEAs from Alabama, Florida, Hawaii, Louisiana, Montana, Nebraska, and North Dakota.

Once a law enforcement agency establishes a contract with the INS and becomes a DLEA, its employees attend a three-day fingerprint certification course. ISD developed the course to standardize training materials and ensure that all DLEAs receive the same instruction. Upon successful completion, attendees are certified as Fingerprint Technicians for INS.

The course curriculum includes an overview of INS, document validity training, Immigration documents; INS Applicant Services and Standard Operating Procedures on Fingerprinting; and Fingerprint Masthead Notification System (FMNS) Software. The September course concluded with a practical lab simulation where students tested their skills while taking fingerprints or dealing with INS applicants appearing for fingerprints.

ISD plans to conduct additional sessions of the training during FY 2000.

NatzNews Broadens Its Horizons

INS began publishing NatzNews when the scope of our office centered on naturalization. As our focus has broadened to include all immigration services, it is only fitting that we reflect this in NatzNews. Beginning with the next issue, NatzNews will include articles on the wide variety of services and benefits INS extends to immigrants and intending immigrants.

With our new focus should come a new name—we would appreciate any suggestions you may have for the Immigration Services Division's newsletter. We cannot offer a reward if your suggestion is selected, but we will give you proper credit. Please fax suggestions to Patricia Stivala at 202/514-8853. Thank you, in advance, for your help.

Next CBO Meeting

The next INS/CBO meeting will be November 30, 1999, at 2:00 p.m. in the Shaughnessy Conference Room on the 6th floor at the main INS building at 425 "I" Street, NW, Washington, DC.

Organizations that would like to send representatives to the monthly meetings should fax their request to Patricia Stivala, HQISD, at 202/514-8853.